Frequently Asked Questions

Why doesn't Go Cuotas appear in the Payment Methods?
This may be because your store's currency is not configured in **Argentine Pesos**, or it could also be due to **Invalid Credentials.**

What do my customers need to pay with Go Cuotas?
Your customers will need an account with **Go Cuotas** and an associated **Debit Card.**

Why do I see canceled orders with the message 'Order canceled. Payment expiration time'?
This occurs when customers initiate a payment but never complete it. After 30 minutes, **Magento** / **Go Cuotas** processes the cancellation of orders.

Can I stop offering Go Cuotas as a payment method?
Certainly, if you wish to hide **Go Cuotas** from the payment methods, you just need to deactivate the method from **MageRocket** > **Go Cuotas** > **Configuration** > **Enable** = **No** or **Stores** > **Configuration** > **Sales** > **Payment Methods**.

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